

# Call Handler Script

## Same day appointment

Booking same day appointment requests using practice consult modality protocol

- Answer phone e.g. “ABC Medical Centre, how can I help?”
- Ask the patients name and bring it up on the pallet – look for any red flags, patient’s age and major health conditions
- Determine reason for call – if a same day appointment is requested, determine if Dr phone triage is appropriate (protocols to be developed by practice e.g. call for repeat Rx should not be triaged).
- If Dr Triage is appropriate offer a Dr call back e.g.

*“Our Drs now offer a call back service. Dr ... Will call you back in the next 30minutes, often she can resolve things over the phone or even write you a prescription. But if not she will book you for an appointment today if appropriate or at another agreed date/ time. This call appointment can be phone, video or in-person. Would you like me to put you on her back list?”*



- If not accepted by the patient, further explain the benefits e.g.

*“If you would like an appointment today I can offer you some options:*



*I can offer you an appointment but the earliest would be in 2 days’ time or I can get the Dr to call you back and if needed you’ll get an appointment today. Which would you prefer?”*

- If Dr Triage is accepted, add patient to triage queue/ template in PMS. Ask patient for their best contact number and preferred Dr and add this as a note
- Reaffirm with patient that they will get a call back, when this will occur, and ask that they be available at their given number.
- **End call**

